

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**SECOND YEAR EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR
OF HOTEL MANAGEMENT**

BCHM 241: HOUSEKEEPING AND LAUNDRY MANAGEMENT I

STREAMS: BCHM Y2S1

TIME: 2 HOURS

DAY/DATE: WEDNESDAY 11/12/2019

2.30 P.M – 4.30 P.M

INSTRUCTIONS

Answer all questions in section A and any TWO in section B

Do not write on the question paper

SECTION A (30 MARKS)

1. List eight supplies found in a guest room. [4 marks]
2. Explain the meaning of the term 'dirty dozen' and state six examples from a guest room. [4 marks]
3. Explain three basic rules that should be applied when cleaning a given area. [3 marks]
4. Briefly discuss four factors to consider when selecting floor finishes. [4 marks]
5. Describe the standard operating procedure for entering a guest room. [5 marks]
6. Describe three types of brushes used in housekeeping. [3 marks]
7. List three examples of common pests and state ways of controlling them. [3 marks]
8. Highlight four periodic tasks carried out when cleaning public areas. [4 marks]

SECTION B (40 MARKS)

9. (a) Explain five room status terminologies and the expected course of action from the housekeeping and front office department.
(b) Summarize the procedure for carrying out the turning down service. [10 marks]
10. (a) Using five examples, discuss ways in which modern technology has impacted operations in the housekeeping department. [10 marks]
(b) Explain ways in which the housekeeping department supports the big 4 agenda in Kenya. [10 marks]

11. Examine the managerial functions of an executive housekeeper in a five star hotel. [20 marks]
-